



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Mpower Communications Corp.**  
**Mpower Communications of Illinois**  
**for quarter ending September 30, 2005**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.99	2.71	2.90	2.87
B. Operator Answer Time - Information [730.510(a)(1)]	5.34	5.36	7.15	5.95
C. Repair Office Answer Time [730.510(b)(1)]	136.00 *	69.00 *	148.00 *	117.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	56.00	32.00	43.00	43.67
E. Percent of Service Installations [730.540(a)]	51.00% *	64.00% *	75.00% *	63.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	46.00% *	63.00% *	58.00% *	56.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	7.00 *	3.00	7.00 *	5.67
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	9.00%	8.00%	8.00%
I. Percent of Installation Trouble Reports [730.545(f)]	2.00%	3.00%	1.00%	2.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Section 730 C & D reflect answer time for all markets. Cannot extract Illinois only.  
Section 730.30 - Not able to report at this time.



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